

VACANCY ANNOUNCEMENT

U.S. Mission Sofia, Bulgaria

Announcement Number: IRM 1 - 2023

Position Title: **TELEPHONE OPERATOR (On-Call)**

Opening Period: August 8 – September 7, 2023

Pay Grade: LE 3

Compensation: BGN 9.75 per hour

For More Info: Human Resources Office
U.S. Embassy Sofia
16 Kozyak, 1408 Sofia
E-mail: Sofia_Applications@state.gov

Who May Apply: All Interested Applicants

ALL ORDINARILY RESIDENT (OR) APPLICANTS MUST HAVE THE REQUIRED WORK AND RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

Security Clearance Required: Local Security Certification

Duration Appointment: Time-limited contract not to exceed 30 workdays in a calendar year

Work Schedule: Intermittent - on as needed basis

Summary: The U.S. Embassy in Sofia is seeking individuals to serve as **Telephone Operators** at the embassy switchboard.

Duties: Places and receives local and long-distance calls for the US Embassy in Sofia, using either international trunk lines or internal IVG connections. Transfers internal callers to the appropriate extension numbers upon request. Reports suspicious calls to the Regional Security Office.

Qualifications Required:

EDUCATION: Completion of high school is required.

EXPERIENCE: One year experience as administrative assistant or office receptionist.

JOB KNOWLEDGE: Good working knowledge of procedures and practices involved in office management and customer service skills, good understanding of contact protocols.

LANGUAGE (this may be tested):

- English – Good working knowledge (speaking/reading/writing).
- Bulgarian – Fluent (speaking/reading/writing).

SKILLS AND ABILITIES:

- Good customer service skills
- Good computer skills, specifically MSOffice Word and Excel.

Qualifications:

All applicants under consideration will be required to pass medical and security certifications.

EQUAL EMPLOYMENT OPPORTUNITY (EEO): The U.S. Mission provides equal opportunity and fair and equitable treatment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation.

Benefits: The US Mission does not provide benefits package for this appointment.

How to Apply: All candidates must be able to obtain and hold a local security certification. Applicants must submit their resume to Sofia_Applications@state.gov by September 7, 2023, end of the day.

Only applications received in the Human Resources Office before the closing date of this job notice will be considered. Only short-listed candidates will be contacted for testing and interview.

Thank you for your application and your interest in working at the U.S. Mission in Sofia, Bulgaria.